## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Senior Information Assistant (Academic Liaison)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Library Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>Grade 5</td>
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<tr>
<td>Accountable to:</td>
<td>An Information Consultant</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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### Purpose of the Post

Assist the Liaison team in the delivery of a range of support services, training and collection management activities to support the teaching, learning and research of the College.

### Key Tasks

#### Communication
- To stand in for the Information Consultants and attend staff student committees relating to Library matters.

#### Information resource management:
- To support the Information Consultants to ensure that the Library’s collections meet the needs of the academic departments and that stock in general is up-to-date and reflects current academic priorities.
- To input reading lists into the reading list software under the direction of the Information Consultants.
- To provide regular reports from the Reading List System, including statistics.
- To order learning resources, including through the student request process.

#### Information skills:
- To design, develop and deliver generic information skills programmes for undergraduate and postgraduate students and staff, including seminars, lectures and workshops.
- To update subject guides to information sources, instructions for use of electronic resources and promotional materials for print and electronic distribution;
- To support the Information Consultants in delivering subject specific training.

#### Information services:
- To provide enquiry services to Library users, by using enquiries systems, providing subject-specific support, as well as general information services.
### Webpages and Online presence
- To support the maintenance of relevant Library Services web pages and online material, including updating and adding material.
- To provide support for the statistical analysis of usage of the College’s Reading List System, Libguides, the Enquiries Management System and other areas as required.
- To contribute to the Library’s blog, subject guides and other platforms as required.

### Supervision
- To act as supervisor to members of project teams when appropriate to include setting objectives, allocating tasks and agreeing priorities; to coordinate help required, liaising with relevant colleagues, identifying and meeting training needs; and providing day-to-day guidance and instruction.

### Helpdesk
The expectation with this role is it will do limited desk sessions a week including covering for the customer services team when they are in their team meeting and be called upon for emergency cover if needed.

To contribute to the delivery of Help Desk services dealing with service users face-to-face, by telephone or by email.

This will include:
- Assisting customers using equipment such as self-service kiosks, photocopiers and printers and in finding information and resources through use of the catalogue and electronic resources.
- Carrying out lending duties including dealing with circulation enquiries, cash handling (fines transactions etc.) and processing of reservations.

### General
- Contribute to policy and planning activities in the Liaison Team and for the Library as a whole, including participation in projects designed to review, improve or develop resources and services; to represent the Team at meetings, on task forces and in special interest groups within the Library.
- Keep abreast of trends and developments in higher education and library/information services by scanning literature, establishing external contacts and attending professional meetings, with particular reference to developments in scholarly communication, and information provision in relevant disciplines.
- The post-holder would be expected to undertake continuous professional development including the College’s INSTIL programme.
- To process and document donations to library stock
- Shelving, shelf tidying and relocation of stock and light equipment moves if required.
- Work with the Academic Liaison and Customer Services teams on carrying out User Experience (UX) activities.
- Any other duties as required by the Head of Academic Liaison or Director of Library Services.

### Other Duties
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.
The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

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<thead>
<tr>
<th>Internal and external relationships</th>
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<tr>
<td>The following list is not exhaustive but the post holder will be required to liaise with:</td>
</tr>
<tr>
<td>• Academic staff</td>
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<td>• Students</td>
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<td>• Visitors</td>
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